



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Harrisonville Telephone Company**  
**for quarter ending September 30, 2004**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.04	2.91	2.82	2.92
B. Operator Answer Time - Information [730.510(a)(1)]	5.16	4.90	4.93	5.00
C. Repair Office Answer Time [730.510(b)(1)]	10.12	10.96	10.88	10.65
D. Business or Customer Service Answer Time [730.510(b)(1)]	17.18	16.61	18.37	17.39
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	0.00% *	0.00% *	0.00% *	0.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.29	1.02	0.81	1.04
H. Percent Repeat Trouble Reports [730.545(c)]	3.00%	3.30%	4.20%	3.50%
I. Percent of Installation Trouble Reports [730.545(f)]	3.40%	6.60%	11.50%	7.10%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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